

GENERAL			
<b>Description</b>	This is the overall communication plan for the implementation of Problem Management in the Fermilab Computing Division		
<b>Purpose</b>	This plan ensures a consistent methodology for communicating the roll-out of the Problem Management process and to identify the audience for the communications along with their associated training. It also covers the ongoing communications of the Problem Management process		
<b>Applicable to</b>	This document applies equally to all Fermilab Computing Division Problem Management personnel		
<b>Supersedes</b>	No previous version		
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## 1.0 INTRODUCTION

This document describes a plan for communicating the Computing Division's new Problem Management tool and process to the Remedy Users (see definition below). Timelines in the plan are estimates based on a July 2009 roll out.

## 2.0 MANAGEMENT COMMUNICATION

The new Problem Management process requires communication to the management team which outlines the roles and responsibilities of the Problem Manager and the Problem Coordinators. The management awareness communication should include the following:

- High level description of the Problem Management process
- Role & responsibility of the Problem Manager
- Role & responsibility of the Problem Coordinators
- Training schedule
- Expectations and coordination with the technical support teams outlining the fact that Problem Coordinators might engage technical experts as part of the problem process.

Method of communication:

- Presentation at the Sr. Management meeting and at the Department head meeting outlining the above items
- Email from CIO explaining the above items and sent to all Sr. Management and Department Heads

## 3.0 OVERALL COMMUNICATION

In order to create an awareness of the new Problem Management process, overall communications must occur to inform support teams that this new process is in place and functional. In order to accomplish this, the following communications should take place:

General announcement of new Problem Management module in CDTracks. The article should highlight the following:

- High level description of the Problem Management process
- Role & responsibility of the Problem Manager
- Role & responsibility of the Problem Coordinators
- Training schedule
- Expectations and coordination with the technical support teams (i.e. that fact that PC's might assign tasks to technical experts as part of the problem process)

Email from CIO explaining the above items and sent to all CD personnel

Brief announcement sent to Fermilab today referring the lab to the CD Tracks link.

Tutorial: Should be available online and referenced for internal use only (internal to CD/Support teams).

### 3.1 ONGOING COMMUNICATION

Problem Manager has the ability to set Problem Review meetings on as needed basis, along with necessary meetings with the Problem Coordinators.

Problem Coordinators have the ability to call Problem Review meetings for specific Problem Teams under their responsibility on an as needed basis.

Problem Manager will provide routine status updates to interested parties as appropriate.

### 4.0 RELATIONSHIP TO OTHER DOCUMENTS

Document Name	Relationship
Fermilab Problem Management Business Process Requirements Document	Process requirements document
Fermilab Problem Management Policy	Policy Document
Fermilab Problem Management Process and Procedures	Process Document
Fermilab PM Communication Plan	This document

5.0 DEFINITIONS	
Term	Definition
Remedy User	IT Personnel who use Remedy to support the end-user, this has also been known as "Expert Users".
Normal Service Operation	Service operation within Service level agreement (SLA) limits.
Incident	any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.
Service Request	Every Incident not being a failure in the IT Infrastructure.
SLA	Service Level Agreement - A written agreement between a service provider and Customer(s) that documents agreed service levels for a service.
Problem	The unknown, underlying cause of one or more incidents.
Urgency	Measure of the business criticality of an Incident or Problem based on the impact and on the business needs of the Customer.
Classification	Process of formally identifying Incidents, Problems, and Known Errors by origin, symptoms, and cause.
Known Error	Is a condition identified by successful diagnosis of the root cause of a problem, and the subsequent development of a Work-around or permanent solution.
Work-around	Reduces impact of an incident for which full resolution is not yet available